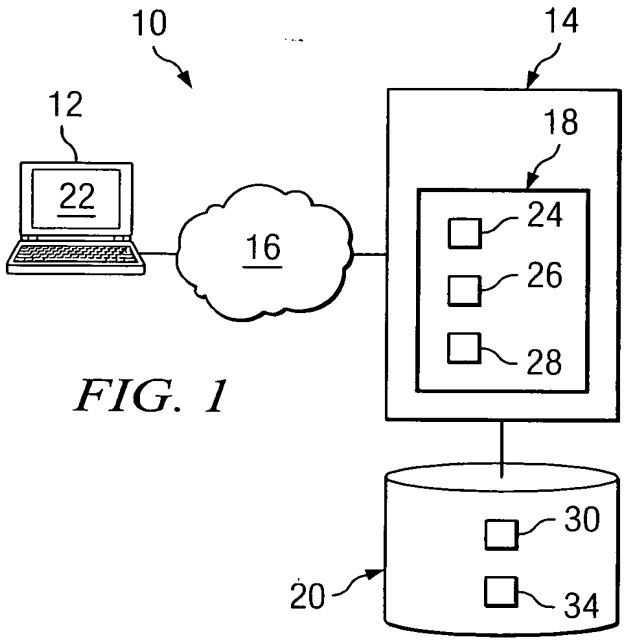

FIG. 1

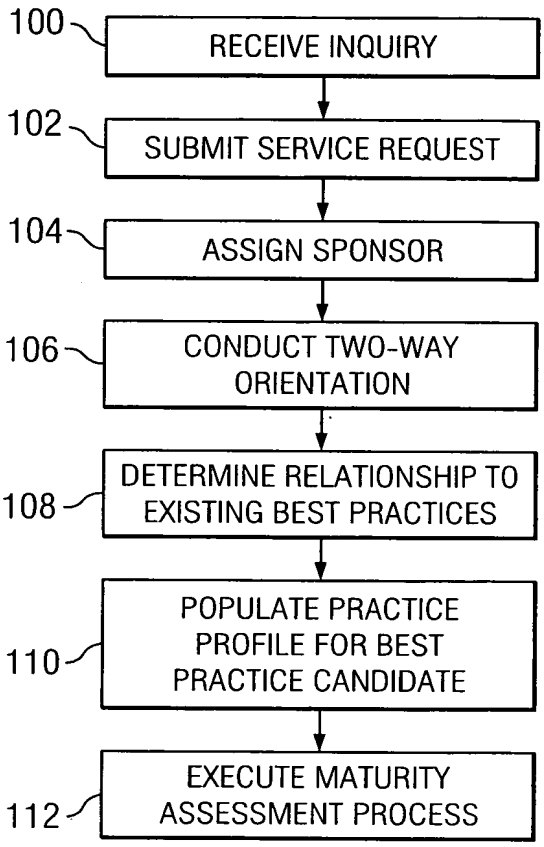

FIG. 2

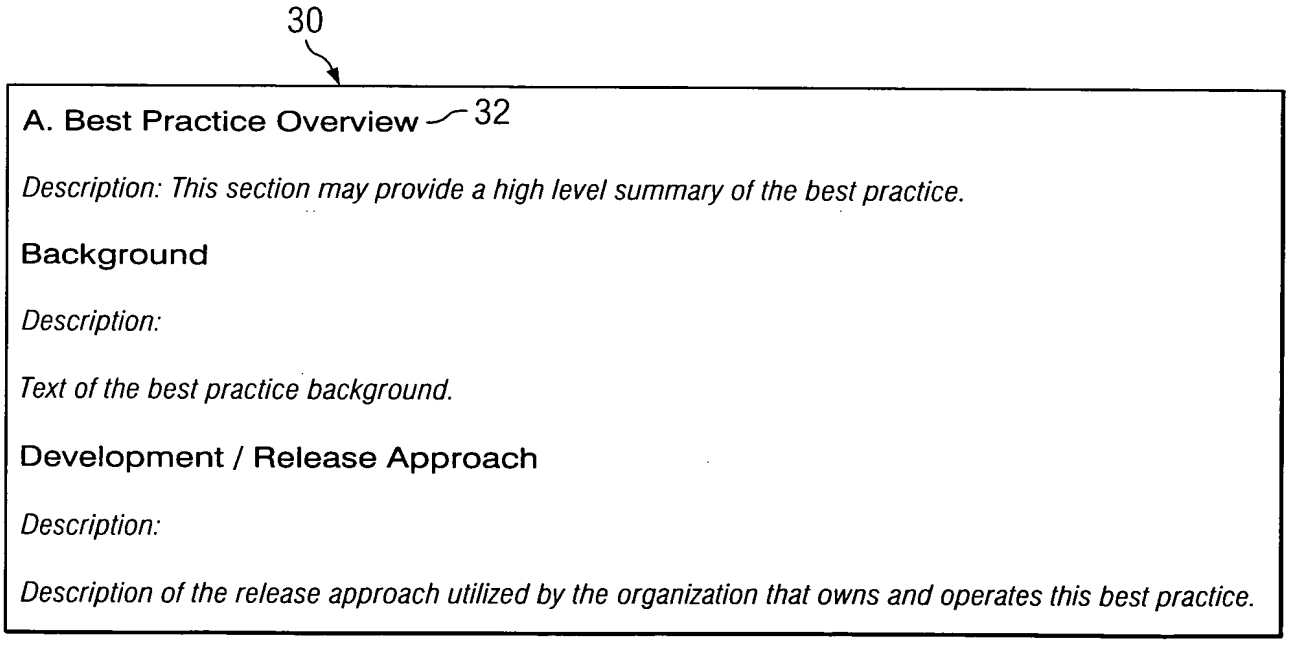

FIG. 3A

30

B. Best Practice Structure and Organization 34

Description:

Best Practice Version Number:	
Best Practice Type:	
Best Practice Owner:	Name (xxx.xxx.xxxx) [8.xxx]
Maintenance Project Manager:	Name (xxx.xxx.xxxx) [8.xxx]
Purpose:	
Sponsors:	Name -Organization Name -Organization Last, First -Organization Name Last, First -Organization Name Last, First -Organization Name Last, First -Organization Name
Change Control Board / Design Board / Approvers:	Name -Organization Name -Organization Last, First -Organization Name Last, First -Organization Name Last, First -Organization Name Last, First -Organization Name
Supplier Organizations:	Organization Main Contact Account/ Provider Name Last, First Account/ Provider Name Last, First
Targeted Audience:	LOB Organization Role Text Text Text
Targeted Customer or Client:	Client Size- text Maturity Level- text Industry- text Sales Cycle- text
Current Customer Base:	Customer Name Main Contact Location Customer Name State or Country Customer Name State or Country
Current Customer Base Geographies:	Geography Name
Current Customer Base LOB's:	LOB Name Name

FIG. 3B

30

C. Best Practice Assets 36

Description:

	STATUS (PLANNED) (IN PROGRESS) (PRODUCTION)	DESCRIPTION
Design:		
Information Accessibility:		
Sales Tools:		
Implementation Support Materials:		
Intellectual Capital:		
Global Consistency:		
Intellectual Property Protection:		
Training:		
Coaching / Mentoring:		
Success Stories:		
Integration with other Internal Frameworks; Methods or Processes:		
Integration with External Frameworks; Methods or Processes:		
External Recognition:		
External Recognition:		
External Recognition:		
External Governing Bodies or Standards:		

FIG. 3C

30

D. Best Practice Business Drivers 38

Description:

	DESCRIPTION
Business Justification:	
BP Requirements:	
BP Metrics:	
Supports Portfolio Strategy:	
Client Relationship Life Cycle:	
Desired State:	
Planned or Expected Improvements:	Description: Timeframe:

FIG. 3D

30

E. Best Practice Capabilities 40

Description:

User Community	
Number of Users / Practitioners	• 10 % • 11 to 49 % • Greater than 50 %
Deployment Capacity	Number on Staff: 0 Number of FTE: 0
Design Team	Number on Staff: 0 Number of FTE: 0
Established Funding:	

FIG. 3E

30

F. Profile Definitions 42

DEFINITION	OPTIONS
BEST PRACTICE TYPE	FRAMEWORK: [Definition] METHOD: [Definition] The PROCESS: [Definition]
TARGETED CUSTOMER BASE	Client Size: [Definition]
	Maturity Level: [Definition]
	Industry: [Definition]
	Sales Cycle: [Definition]
STATUS	PLANNED: [Definition] IN PROGRESS: [Definition] PRODUCTION: [Definition]

FIG. 3F

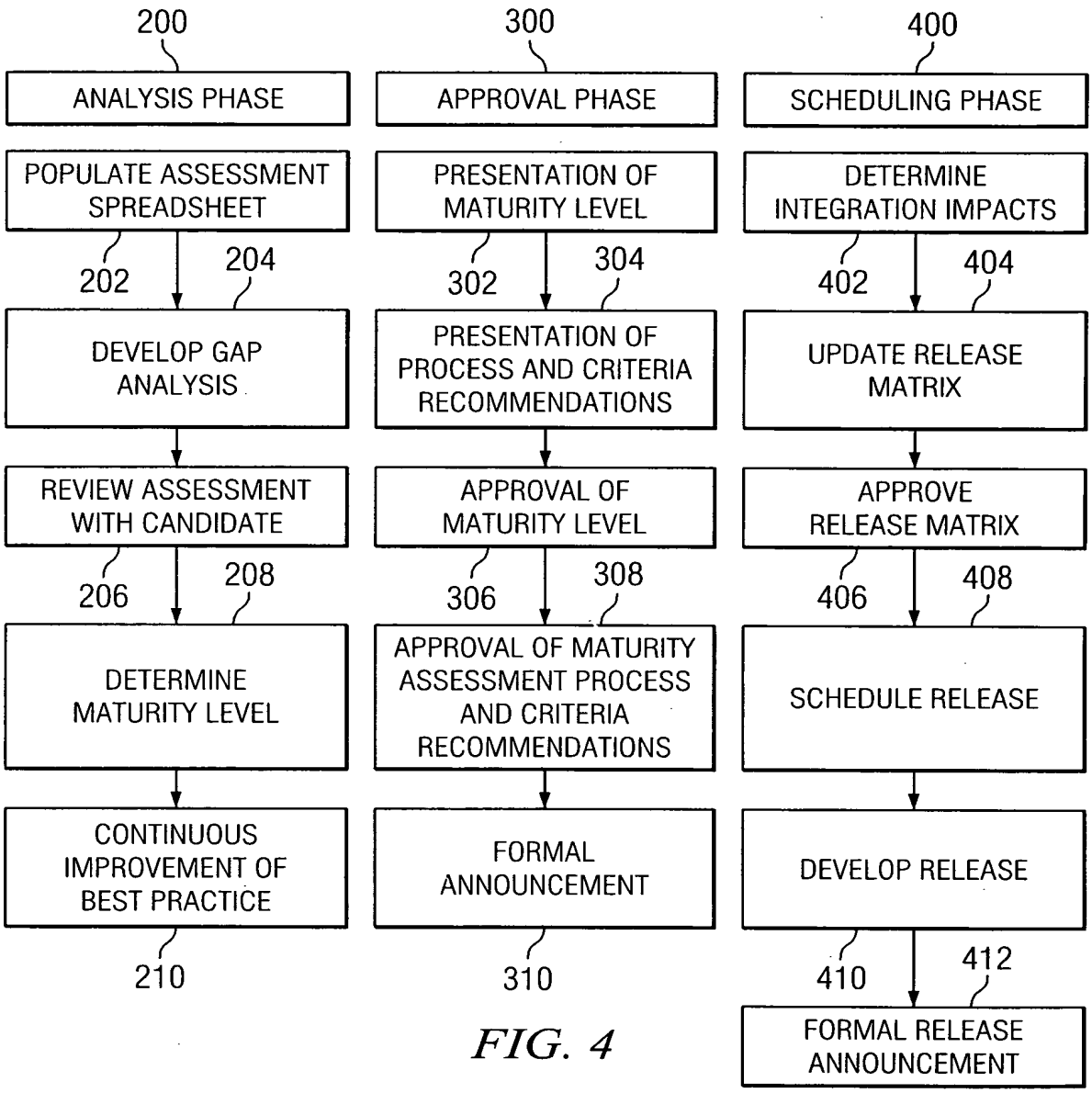
200
ANALYSIS PHASE
POPULATE ASSESSMENT SPREADSHEET
202
204
DEVELOP GAP ANALYSIS
REVIEW ASSESSMENT WITH CANDIDATE
206
208
DETERMINE MATURITY LEVEL
CONTINUOUS IMPROVEMENT OF BEST PRACTICE
210
300
APPROVAL PHASE
PRESENTATION OF MATURITY LEVEL
302
304
PRESENTATION OF PROCESS AND CRITERIA RECOMMENDATIONS
APPROVAL OF MATURITY LEVEL
306
308
APPROVAL OF MATURITY ASSESSMENT PROCESS AND CRITERIA RECOMMENDATIONS
FORMAL ANNOUNCEMENT
310
400
SCHEDULING PHASE
DETERMINE INTEGRATION IMPACTS
402
404
UPDATE RELEASE MATRIX
APPROVE RELEASE MATRIX
406
408
SCHEDULE RELEASE
DEVELOP RELEASE
410
412
FORMAL RELEASE ANNOUNCEMENT

FIG. 4

50

FIG. 5A

54a / 52	Practice Name (66)	Total Score (64)	Associate Best Practice (56)	Standard Best Practice (56)	Mastery Best Practice (56)
Points Level			19	55	80
Practice Type				60	
VALUE					
Objective (Purpose) of Best Practice			1	1	1
Define/Measure Value (Business Justification)			1	2	3
Metrics			0	2	3
-BVF's Metrics plan identify collecting feedback					
CLIENT					
Current Customer Base			1	2	3
-List of Geographies Supported					
Current Customer Base			1	2	3
-List of Applicable LOB's Supported					
Existing Internal or External Clients			1	2	3
Existing Client References (Success Stories)			0	2	3
Supports Portfolio Strategy			1	1	3
Community of Practice					
Community Maturity			1	2	3
TRAINING					
Courseware / Materials			1	2	3
Training Capacity			1	2	3
Sufficient Mentors Available			0	2	3
ASSETS					
Process Design			1	1	1
Information Accessibility			1	2	2
Sales Tools			1	2	3
Implementation Support Materials			0	2	3
Intellectual Capital			1	2	3
Global Consistency - Terminology			1	2	3
Intellectual Property Protection			0	2	3

54

58

62

TO FIG. 5B

FIG. 5B

FROM FIG. 5A

50

54

GOVERNANCE					
-Best Practice Owner and Funding			1	2	2
-Design Board/Change Control Board			0	2	2
-Executive Leaders (Sponsor)			1	2	3
RELEASE MANAGEMENT					
Direction			1	2	3
Alignment with other Internal Frameworks; Methods or Processes					
Integration with Other Methods			1	2	3
-List of Methods					
EXTERNAL RECOGNITION					
Benchmarked to External Sources			0	2	3
Presenting at External Conferences/External Recognition			0	2	3
White Papers			0	2	3
Alignment with other external Frameworks; Methods or Processes					
Integration with Other Methods			0	2	3
-List of Methods					
External Governing Bodies or Standards					
Integration with Other Methods			1	2	3
-List of Methods					

FIG. 7

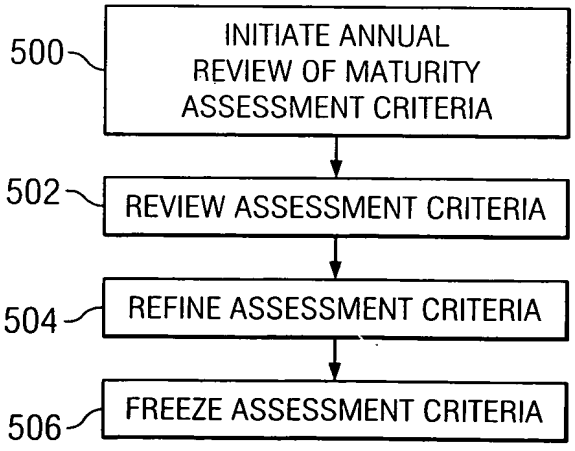

FIG. 6A

68

54a / 52	Practice A	Total Score (64)	Associate Best Practice (56)	Standard Best Practice (56)	Mastery Best Practice (56)
Points Level	Mastery	80	19	55	80
Practice Type	-Process				
VALUE					
Objective (Purpose) of Best Practice		1	1	1	1
Define/Measure Value (Business Justification)		3	1	2	3
Metrics		3	0	2	3
-BVF's Metrics plan identify collecting feedback	-Training Delivery and Attendance -Training Effectiveness -Account Planning Tool Usage -Account Planning Tool Effectiveness -Number of Account Plans in place -Percent of Account Plans Completed				
CLIENT					
Current Customer Base		3	1	2	3
-List of Geographies Supported	-Canada -United States -Latin and South America -Asia/Pacific -EMEA				58
Current Customer Base		3	1	2	3
-List of Applicable LOB's Supported	-Solutions Consulting -Operations Solutions -PLM Solutions				62
Existing Internal or External Clients	More than 400 @ YE 2001	3	1	2	3
Existing Client References (Success Stories)	6 listed off of the Web Site for Practice A	3	0	2	3
Supports Portfolio Strategy		3	1	1	3
Community of Practice					
Community Maturity		3	1	2	3
TRAINING					

54

TO FIG. 6B

FIG. 6B 10/10 FROM FIG. 6A 68

54

Courseware / Materials		3		2	3
Training Capacity		3	1	2	3
Sufficient Mentors Available		3	0	2	3
ASSETS					
Process Design		1	1	1	1
Information Accessibility		2	1	2	2
Sales Tools		3	1	2	3
Implementation Support Materials		3	0	2	3
Intellectual Capital		3	1	2	3
Global Consistency - Terminology		3	1	2	3
Intellectual Property Protection		3	0	2	3
GOVERNANCE					
-Best Practice Owner and Funding		2	1	2	2
-Design Board/Change Control Board		2	0	2	2
-Executive Leaders (Sponsor)		3	1	2	3
RELEASE MANAGEMENT					
Direction		3	1	2	3
Alignment with other Internal Frameworks; Methods or Processes					
Integration with Other Methods		3	1	2	3
-List of Methods	-Strategic Value Selling -CEO Agenda -CGGP Initiatives -Contingency Planning -Risk Management -Project Management -SLC				
EXTERNAL RECOGNITION					
Benchmarked to External Sources		3	0	2	3
Presenting at External Conferences/External Recognition		3	0	2	3
White Papers		3	0	2	3
Alignment with other external Frameworks; Methods or Processes					
Integration with Other Methods		3	0	2	3
-List of Methods					
External Governing Bodies or Standards					
Integration with Other Methods		3	1	2	3
-List of Methods					